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**United Kingdom-Hertford: Business and management consultancy and related services  
2018/S 234-534928**

**Prior information notice**

**This notice is for prior information only**

**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

Hertfordshire County Council  
Pegs Lane Hertford  
Hertford  
SG13 8DE  
United Kingdom  
Contact person: Nicole McCaffrey  
E-mail: [nicole.mccaffrey@hertfordshire.gov.uk](mailto:nicole.mccaffrey@hertfordshire.gov.uk)  
NUTS code: UKH23

**Internet address(es):**

Main address: [www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)  
Address of the buyer profile: [www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk)

**I.2) Information about joint procurement**

**I.3) Communication**

Additional information can be obtained from the abovementioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title:**

HCC 12/18 PPME Shared Customer, Business Support and Technology Services  
Reference number: PPME

**II.1.2) Main CPV code**

79400000

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

Hertfordshire County Council (the "Council") is carrying out Pre-Procurement Market Engagement ("PPME") in relation to some of its core services as part of the Council's Next Generation 2021 program: the Council is seeking a range of partner(s) to deliver services to achieve efficiency savings, improve the quality of services and implement leading-edge innovating solutions. The Council will consider the feedback to help inform the Council's options and further decision making. The Council is not yet sure if the proposed contract will be split in lots. For the avoidance of doubt, this stage of the project is not part of a formal procurement process and the Council is not committing to carrying out such a process. Participation or non-participation in the PPME shall not prevent any supplier participating in a potential future procurement, nor is it intended that any information supplied as part of the PPME shall place any supplier at an advantage in a potential procurement process.

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

55500000  
79342300  
85320000  
79414000  
79000000  
79200000  
79500000  
79510000  
79512000  
79511000  
79570000  
79571000  
79990000  
79992000  
79993000  
79993100  
79999000  
79999100  
79999200  
79211110  
79631000  
80420000  
79400000  
79632000  
79710000  
79711000  
79713000  
79715000  
79716000

45112700  
45112710  
64100000  
64110000  
64120000  
55510000  
55520000  
55320000  
55330000  
55523000  
42933000  
90911000  
90911200  
90911300  
90914000  
90919200  
98341000  
98341120  
98341130  
98341140  
90900000  
90500000  
90920000  
66170000  
66171000  
66172000  
66520000  
66523100  
66522000  
72222000  
50312600  
50312610  
50312620  
72222300  
72223000  
72267100  
72267200  
48613000

II.2.3) **Place of performance**

NUTS code: UKH23

II.2.4) **Description of the procurement:**

Hertfordshire County Council has a reputation for providing high-quality service whilst being prudent and sensitive to the financial constraints that affect all local authorities. The Council's vision is for "Hertfordshire to continue to be a county where people have the opportunity to live healthy, fulfilling lives in thriving, prosperous

communities". The Council is ambitious for the future and wants to invest wisely in its services and the support it provides to communities so that it can be sure that it gives value for every pound it spends.

The Council is at a point now where it has a unique opportunity to make a change to the way it provides some of its core services. These services have been, and are being provided up to now mainly as part of the Shared Managed Service (SMS) contract. This contract's term expires in 2021, and the Council has new ambitions which it believes will bring about a new era and will change the way services are accessed and supported over the next 5 to 10 years.

The current SMS contract delivers the following services:

- deliver soft facilities management services for 15 council sites including reception, security and cleaning, catering,
- provide HR transaction services, payroll services and controls for the Council's employees,
- process the Council's financial transactions,
- provide the Council's IT services and deliver associated technical support and projects,
- manage the Council's customer service centre handling a range of services for residents; including highways fault reporting and driver training,
- manage the Council's children's contact service which arranges supervised visits,
- operate the Social Care Access Service which enables older or disabled people to live independently.

These services have been asked to challenge themselves around how to provide future services to their customers and service users in an evolving environment that will change the level and nature of demand. There is also an expectation of a measurable return on investment, both in financial and customer satisfaction terms. The Council wants to work with the market to leapfrog current innovation in local authorities.

The Council's objective until the second part of 2019 is to identify options for the future delivery of the service areas in scope, to develop a detailed business case for each option and to make a final decision as to the preferred options.

This brief is being used as an outline to engage with the market so the Council can discuss potential solutions. It is anticipated that the service providers, in responding to this PIN, will work collaboratively with the Council to help it shape the future design of services.

The Council is not yet sure if the proposed contract will be split in lots.

#### II.2.14) **Additional information**

To access the PPME documentation visit [www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk) and follow the on-screen guidance. Submit your completed Supplier Questionnaire through the In-Tend system by 12:00 noon on 17.12.2018. The Council will not be held accountable for any errors made by an organisation with their submission. If you are experiencing problems with In-Tend, please contact: [support@in-tend.com](mailto:support@in-tend.com)

#### II.3) **Estimated date of publication of contract notice:**

01/09/2020

### **Section IV: Procedure**

#### IV.1) **Description**

##### IV.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **Section VI: Complementary information**

#### VI.3) **Additional information:**

##### VI.5) **Date of dispatch of this notice:**

04/12/2018